July 9, 2007

RE: Joshua Carruth v. Department of Labor and Industries (LNI)
        Allocation Review No. ALLO-06-017

Dear Mr. Carruth:

The Director's review of LNI's allocation determination of your position has been completed.
The review was based on written documentation. By letter dated August 14, 2006, LNI
determined that your Information Technology Technician 2 position should be reallocated to the
Information Technology Specialist 2 (ITS2) classification. You feel that your position should be
allocated to the Information Technology Specialist 3 (ITS3) classification.

Background
On June 29, 2006, you asked that your position be reallocated to the ITS3 classification by
submitting an updated Position Description (PD) to LNI's Human Resources Office. (Exhibit B)
Prior to this date, you had verbally discussed reallocation of your position with LNI Human
Resources staff, but because you had not been performing the duties of your position for more
than 12 months, you did not submit a formal request for reallocation until June 2006.

LNI conducted a review of your position. Based on the information in your June 29, 2006 PD
and information gather from you and your supervisor, by letter dated August 14, 2006, LNI
determined that your position should be reallocated to the ITS2 classification. (Exhibit A-2)

On September 13, 2006, you filed a request for a Director's review. (Exhibit A) You asked that
your position be reallocated to the ITS3 classification.

Summary of Mr. Carruth's Perspective
You assert that your position works independently and that you perform the duties of the
assistant division webmaster for the Insurance Services division of LNI. The Insurance
Services division is the agency's largest division. You contend that you are responsible
for consulting with customers, assessing their needs, and designing and developing
information into multi-functional databases, content, and applications for the agency's
internet and intranet. You assure that information published to the website conforms to
technical guidelines, agency and division standards, and web best practices. In addition,

you perform quality assurance testing on information published to the website. You argue that your work not only impacts the division, but often impacts the entire agency.

Summary of LNI's reasoning
LNI determined that the majority of your duties were performed under general supervision and that you followed established work methods and procedures to complete tasks which fit within the ITS2 classification.

Director's Determination
As the Director's designee, I carefully reviewed all of the documentation in the file including the duties and responsibilities described in the June 29, 2006, Position Description (Exhibit B). Based on my review of the documents, the available classifications, and my analysis of your assigned duties and responsibilities, I conclude that your position is best described by the ITS3 classification.

Rationale for Determination
As indicated in your PD, you report to the Division Technical Web Manager and you are independently responsible for providing system support and management of the Insurance Services division's intranet and internet. In summary, you consult with clients; design, develop, test and implement website content, applications, and interfaces; enhance, maintain, manage, troubleshoot, analyze, test and resolve problems with website contents and applications; develop and conduct quality assurance procedures; participate on the agency webmaster team to represent and advocate for the interests of the division; develop agency-wide web standards; and help address and resolve complex agency-level issues.

Your supervisor supports your reallocation and indicated that you "hit the ground running" in September 2003 in an ITS2 in-training position and that you "began editing the work of and coaching an ITS-2 in procedures and standards." Your supervisor suggests that you have both the soft and hard skills necessary to be a good web master. Your supervisor also points out that your work impacts all of Insurance Services, which is the largest division in the agency and that some of your tasks impact the entire agency. One such task was updating every link on the agency's public website that pointed to an RCW or WAC on the legislature's site. Because you support the largest division, your supervisor asserts that your position meets the distinguishing characteristics of the ITS3 which state: "[t]he majority of assignments and projects . . . impact an agency division or large workgroup. . . ." (See Exhibit D-4a)

The Category Concept for the Information Technology Specialist Occupational Category states:

> Positions in this category perform professional information technology systems and/or applications support for client applications, databases, computer hardware and software products, network infrastructure equipment, or telecommunications software or hardware.

> This category broadly describes positions in one or more information technology disciplines such as: Application Development And Maintenance, Application Testing, Capacity Planning, Business Analysis and/or Process Re-Engineering,

Data Base Design And Maintenance, Data Communications, Disaster Recovery/Data Security, Distributed Systems/LAN/WAN/PC, Hardware Management And Support, Network Operations, Production Control, Quality Assurance, IT Project Management, Systems Software, Web Development, or Voice Communications.

Positions which perform information technology-related work to accomplish tasks but are non-technical in nature would not be included in this occupational category.

This is a broadly written category which encompasses a wide variety of positions that perform professional information technology systems and/or applications functions. Your position fits within the category concept because you perform professional systems applications work in support of and to manage information published on the division's intranet and internet.

The Distinguishing Characteristics for the ITS 2 classification state:

In support of information systems and users, performs standard consulting, analyzing, programming, maintenance, installation and/or technical support.

Under general supervision, follows established work methods and procedures to complete tasks on computers and/or telecommunication software/hardware, applications, support products, projects, or databases for small scale systems or programs or pieces of larger systems or programs. Performs standard tasks such as consulting with customers to identify and analyze technology needs and problems; responding to and resolving trouble reports from users; processing equipment and service orders; coordinating installations, moves, and changes; analyzing problems for parts of applications and solving problems with some assistance; supporting and enhancing existing applications in compliance with specifications and standards; conducting unit, system or usability testing; writing specifications and developing reports; developing and conducting application, software and/or system operation training for users; or serving as part of a problem solving team addressing more complex issues. The majority of tasks are limited in scope and impact individuals or small groups. Complex problems are referred to a higher level.

Glossary of classification terms found in the Department of Personnel Classification and Pay Administrative Guide defines general supervision as:

Recurring assignments are carried out within established guidelines without specific instruction. Deviation from normal policies, procedures, and work methods requires supervisory approval, and supervisory guidance is provided in new or unusual situations. The employees work is periodically reviewed to verify compliance with policies and procedures.

While some of your duties and responsibilities are recurring in nature and fit within the Distinguishing Characteristics for the ITS2 classification, this level does not encompass the

overall level of independence you exercise in the performance of your duties or the scope of impact of your work.

The Distinguishing Characteristics for the ITS 3 classification state:

> In support of information systems and users in an assigned area of responsibility, independently performs consulting, designing, programming, installation, maintenance, quality assurance, troubleshooting and/or technical support for applications, hardware and software products, databases, database management systems, support products, network infrastructure equipment, or telecommunications infrastructure, software or hardware.

> Uses established work procedures and innovative approaches to complete assignments and coordinate projects such as conducting needs assessments; leading projects; creating installation plans; analyzing and correcting network malfunctions; serving as system administrator; monitoring or enhancing operating environments; or supporting, maintaining and enhancing existing applications.

> The majority of assignments and projects are moderate in size and impact an agency division or large workgroup or single business function; or internal or satellite operations, multiple users, or more than one group. Consults with higher-level technical staff to resolve complex problems.

Based on the information provided in your June 29, 2006, PD and the supporting information and emails from your supervisor, your position fits with the ITS3 classification. On an ongoing basis, your scope of work impacts the entire division. You report to the Division Technical Web Manager, but as indicated in the PD signed by both you and your supervisor, you are independently responsible for supporting, maintaining and enhancing the Insurance Services division's intranet and internet and assuring that information developed by others but published by you to the websites is consistent with established standards and protocols. You are also independently responsible for databases and applications posted to and operating on the website. You use independence in developing innovative approaches to displaying and formatting information, enhancing the usability and accessibility of information on the website, and developing tools and instructional information for other web masters within LNI. While you do not conduct formal needs assessments, you do consult with clients to identify their needs and troubleshoot and resolve complex problems and issues. You participate as a member of the web master team, but you do not lead projects.

Your overall duties and level of responsibilities are best described by the ITS3 classification. Your position should be reallocated Information Technology Specialist 3, class code 479K.

Appeal Rights
WAC 357-49-018 provides that either party may appeal the results of the Director's review to the Personnel Resources Board by filing written exceptions to the Directors' determination in accordance with Chapter 357-52 WAC.

WAC 357-52-015 states that an appeal must be received in writing at the office of the Board within thirty (30) calendar days after service of the Directors' determination. The address for the

Personnel Resources Board is 2828 Capitol Blvd., P.O. Box 40911, Olympia, Washington, 98504-0911.

If no further action is taken, the Director's determination becomes final.

Sincerely,

Holly Platz
Director's Review Investigator

cc: Brad McGarvie, LNI
        Lisa Skriletz, DOP

List of Exhibits for Carruth ALLO-06-017

A. Request for Director's Review form received September 13, 2006, with attachments:
    1. Unsigned Position Description form with signature lines dated June 27, 2006
    2. August 14, 2006 letter from Brad McGarvie to Joshua Carruth
    3. Document titled "My comments about the Employer's Determination letter"

B. Position Description form date stamped by Human Resources on June 29, 2006 and signed by Mr. Carruth, his Supervisor and Department Head or Appointing Authority on June 27, 2006, with Insurance Services organization chart and November 2006 Position Review questions attached

C. Information Technology Specialist Occupational Category including Information Technology Specialist 2 and 3 classifications

D. Letter dated November 27, 2006 from Brad McGarvie to Karen Wilcox with enclosures:
    1. September 19, 2006 letter from Karen Wilcox to Joshua Carruth
    2. September 19, 2006 letter from Karen Wilcox to Brad McGarvie
    3. August 14, 2006 letter from Brad McGarvie to Joshua Carruth (duplicate of A-2)
    4. Comments from Mr. Carruth on Exhibits for Director's Review Program followed by exhibit:
        a. Supervisor e-mails regarding reallocation
        b. Changes in preparation for Usability testing
        c. Self-Insurance Section lookup
        d. Enterprise Manager
        e. Cascading Style Sheets (CSS)
        f. ShowHide 3
        g. Private Web Styles Demo
        h. Low-Vision Options
        i. JavaScript

E. Additional documents from employee:
    1. Position Description form date stamped by Human Resources on April 5, 2005 and signed by Mr. Carruth's Supervisor and Program Manager
    2. X HTML Web and Coding
    3. Testing code for compliance
    4. Updates
    5. Completing Document Summaries
    6. Data from Webtrends
    7. Webtrends
    8. Self Insurance database
    9. Ron Moore Newsletter
    10. Private Web Styles Demo

F. April 12, 2007 confirmation of written review and exhibit deadline from Karen Wilcox